

**+bonus** platinum

# ADDITIONAL SERVICES



Bonus Platinum offers you exceptional services  
you can enjoy anywhere in the world.

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### 1. Emergency Card Replacement

**Insured by:** MasterCard

**Cost:** not applicable

**Description of the Additional Service:**

If the cardholder is abroad and lost the card or it was stolen, he/she can apply for a new card, wherever he/she is at that moment.

**Cardholder benefits:**

- Ability to request a new card issued if the card originally issued has been lost/stolen
- 24/7 telephone support during trips abroad;
- Telephone support in 140 foreign languages;
- Possibility to benefit from this additional service by calling for free the telephone numbers particularly provided by MasterCard in over 75 countries. The list of phone numbers is distributed to hotels, posted on the MasterCard website, published in travel guides and displayed on [www.bonuscard.ro](http://www.bonuscard.ro).

**The list of phone numbers:**

**Asia/Pacific**

American Samoa: 1-1-800-307-7309  
 Australia: 1800-120-113  
 China: 10-800-110-7309  
 Guam: 1-800-307-7309  
 Hong Kong: 800-966677  
 India: 000-800-100-1087  
 Indonesia: 001803-1-887-0623  
 Japan: 00531-11-3886  
 Korea: 0079-811-887-0823  
 Malaysia: 1-800-804594  
 New Zealand: 0800-44-9140  
 Philippines: 1-800-1-111-0061  
 Saipan: 1-800-307-7309  
 Singapore: 800-1100-113  
 Taiwan: 00801-10-3400  
 Thailand: 001-800-11-887-0663

Italy: 800-870-866  
 Liechtenstein: 0800-89-7092  
 Luxembourg: 800-2-4533  
 Monaco: 0-800-90-1387  
 Montserrat: 1-800-307-7309  
 Netherlands: 0800-022-5821  
 Norway: 800-12697  
 Poland: 0-0800-111-1211  
 Portugal: 800-8-11-272  
 San Marino: 800-870-866  
 Spain: 900-97-1231  
 Sweden: 020-791-324  
 Switzerland: 0800-89-7092  
 Turkey: 00-800-13-887-0903  
 United Kingdom: 0800-96-4767  
 Vatican City State: 800-870-866

**Europe**

Austria: 0800-21-8235  
 Belgium: 0800-1-5096  
 Czech Republic: 800-142-494  
 Denmark: 8001-6098  
 Finland: 08001-156234  
 France: 0-800-90-1387  
 Germany: 0800-819-1040  
 Greece: 00-800-11-887-0303  
 Hungary: 06800-12517  
 Ireland: 1-800-55-7378

**Latin America/Caribbean**

Anguilla: 1-800-307-7309  
 Antigua and Barbuda: 1-800-307-7309  
 Argentina: 0800-555-0507  
 Bahamas: 1-800-307-7309  
 Barbados: 1-800-307-7309  
 Bermuda: 1-800-307-7309  
 Bolivia: 800-10-0172  
 Bonaire: 001-800-307-7309  
 Brazil: 0800-891-3294  
 Cayman Islands: 1-800-307-7309

Chile: 1230-020-2012  
 Colombia: 01-800-912-1303  
 Costa Rica: 0-800-011-0184  
 Curacao: 001-800-307-7309  
 Dominica: 1-800-307-7309  
 Dominican Republic: 1-800-307-7309  
 Grenada: 1-800-307-7309  
 Guatemala: 1-800-999-1480  
 Jamaica: 0800-307-7309  
 Mexico: 001-800-307-7309  
 Panama: 001-800-307-7309  
 Peru: 0-800-307-7309  
 Puerto Rico: 1-800-307-7309  
 Saba: 1-800-307-7309  
 St. Eustatius: 1-800-307-7309  
 St. Kitts-nevis: 1-800-307-7309

St. Maarten: 1-800-307-7309  
 Trinidad and Tobago: 1-800-307-7309  
 Turks and Caicos Islands: 01-800-307-7309  
 Venezuela: 0800-1-002902  
 Virgin Islands, British: 1-800-307-7309  
 Virgin Islands, U.S.: 1-800-307-7309

#### **Middle East/Africa**

Bahrain: 8000-0087  
 Cyprus: 080-90569  
 Israel: 180-941-8873  
 South Africa: 0800-990418

#### **US/Canada**

Canada: 1-800-307-7309  
 United States: 1-636-722-7111

For the countries not included in this list you can call the following telephone number in case of Emergency: 1-636-722-7111.

\*Only for certain areas.

Note: The list of phone numbers may be modified.

#### **Steps to take:**

1. The cardholder calls the MasterCard Global Service Center;
2. The MasterCard Global Service establishes:
  - The language preferred by the cardholder for the phone conversation;
  - The account number or the issuing bank.
3. The MasterCard Global Service forwards the cardholder's request to Garanti Bank;
4. The MasterCard Global Service waits for the authorization from Garanti Bank;
5. The MasterCard Global Service sends to the cardholder all the necessary information to collect the card.

## 2. Emergency Cash Withdrawal

**Insured by:** MasterCard

**Cost:** not applicable

#### **Description of the Additional Service:**

If the cardholder is abroad and lost the card or it was stolen and needs cash, he/she can call the MasterCard Global Service, from where he/she will learn how to make emergency cash withdrawals.

#### **Cardholder benefits:**

- The service of emergency cash withdrawal through Western Union is provided in 150,000 locations worldwide; in addition, this service can be used also in areas where there is no Western Union location;

- 24/7 telephone support during trips abroad;
- Telephone support in 140 foreign languages;
- Ability to benefit from this additional service by calling for free the telephone numbers particularly provided by MasterCard in over 75 countries. The list of phone numbers is distributed to hotels, posted on the MasterCard website, published in travel guides and displayed on [www.bonuscard.ro](http://www.bonuscard.ro).

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 New Zealand: 0800-44-9140  
 Philippines: 1-800-1-111-0061  
 Saipan: 1-800-307-7309  
 Singapore: 800-1100-113  
 Taiwan: 00801-10-3400  
 Thailand: 001-800-11-887-0663

#### Europe

Austria: 0800-21-8235  
 Belgium: 0800-1-5096  
 Czech Republic: 800-142-494  
 Denmark: 8001-6098  
 Finland: 08001-156234  
 France: 0-800-90-1387  
 Germany: 0800-819-1040  
 Greece: 00-800-11-887-0303  
 Hungary: 06800-12517  
 Ireland: 1-800-55-7378  
 Italy: 800-870-866  
 Liechtenstein: 0800-89-7092  
 Luxembourg: 800-2-4533  
 Monaco: 0-800-90-1387  
 Montserrat: 1-800-307-7309  
 Netherlands: 0800-022-5821  
 Norway: 800-12697  
 Poland: 0-0800-111-1211  
 Portugal: 800-8-11-272  
 San Marino: 800-870-866  
 Spain: 900-97-1231  
 Sweden: 020-791-324  
 Switzerland: 0800-89-7092  
 Turkey: 00-800-13-887-0903  
 United Kingdom: 0800-96-4767  
 Vatican City State: 800-870-866

#### Latin America/Caribbean

Anguilla: 1-800-307-7309  
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 Argentina: 0800-555-0507  
 Bahamas: 1-800-307-7309  
 Barbados: 1-800-307-7309  
 Bermuda: 1-800-307-7309  
 Bolivia: 800-10-0172  
 Bonaire: 001-800-307-7309  
 Brazil: 0800-891-3294  
 Cayman Islands: 1-800-307-7309  
 Chile: 1230-020-2012  
 Colombia: 01-800-912-1303  
 Costa Rica: 0-800-011-0184  
 Curacao: 001-800-307-7309  
 Dominica: 1-800-307-7309  
 Dominican Republic: 1-800-307-7309  
 Grenada: 1-800-307-7309  
 Guatemala: 1-800-999-1480  
 Jamaica: 0800-307-7309  
 Mexico: 001-800-307-7309  
 Panama: 001-800-307-7309  
 Peru: 0-800-307-7309  
 Puerto Rico: 1-800-307-7309  
 Saba: 1-800-307-7309  
 St. Eustatius: 1-800-307-7309  
 St. Kitts-nevis: 1-800-307-7309  
 St. Maarten: 1-800-307-7309  
 Trinidad and Tobago: 1-800-307-7309  
 Turks and Caicos Islands: 01-800-307-7309  
 Venezuela: 0800-1-002902  
 Virgin Islands, British: 1-800-307-7309  
 Virgin Islands, U.S.: 1-800-307-7309

#### Middle East/Africa

Bahrain: 8000-0087  
 Cyprus: 080-90569  
 Israel: 180-941-8873  
 South Africa: 0800-990418

#### US/Canada

Canada: 1-800-307-7309  
 United States: 1-636-722-7111

### 3. 24-hour travel support

**Insured by:** GROUPAMA ASIGURĂRI S.A.

**Cost:** not applicable

**Description of the Additional Service:**

**1. Medical Support:** In case of accident, injury or illness:

- a) Making appointments for medical investigation: GROUPAMA ASIGURĂRI S.A. will facilitate the process of making appointments for the cardholder to general practitioners and specialists when necessary for medical purposes.
- b) Hospitalization in case of medical emergency: provided that the cardholder's health condition requires his/her admission as a patient in a hospital, GROUPAMA ASIGURĂRI S.A. will organize this hospitalization and will bear the medical expenses necessary (outpatient treatments, medications, radiography diagnostic, hospitalization, emergency surgery).

**2. Emergency Medical Transportation:**

In case of accident, injury or illness requiring hospitalization of the cardholder as a patient in a hospital, GROUPAMA ASIGURĂRI S.A. will assist him/her by organizing the emergency medical transport required by the situation, including medical care during the medical transport, communications and all ancillary charges necessary for the cardholder's transport to the nearest medical facility equipped with appropriate means for his/her treatment.

**3. Medical Repatriation**

After hospitalization or treatment, if the cardholder is unable to continue his/her journey, GROUPAMA ASIGURĂRI S.A. will organize the cardholder's return to Romania, to his/her domicile locality or to the nearest hospital where he/she can receive the treatment recommended by the physician.

**Special conditions:**

The insurance is valid only for trips outside Romania, outside the country of citizenship and the country of residence.

The trip should not exceed 30 consecutive days from the date of departure.

The travel expenses shall be paid by MasterCard Platinum credit card.

The travel expenses include the price of the airplane ticket or the price of the ticket for the public transport means used during the trip and the accommodation/booking reservations. If travelling by car, the travelling expenses shall include the cost of fuel and the accommodation/booking expenses.



In case the Insured needs transport, including to the regular residence, the expenses are justified on the basis of receipts (tickets) and on the physician declaration stating the diagnosis and the medical need for transportation.

5. If the cardholder shall pay himself/herself the medical expenses, GROUPAMA ASIGURĂRI S.A. will reimburse him/her the money only after reviewing the documents submitted.

## 4. Trip Delay

**Insured by:** GROUPAMA ASIGURĂRI S.A.

**Cost:** not applicable

**Description of the Additional Service:** If during the actual flight of the cardholder, there is a delay of more than 4 hours, GROUPAMA ASIGURĂRI S.A. will reimburse up to the maximum amount of the sum insured, the equivalent value of the essential shopping expenses such as those for meal, refreshments or other similar expenses resulting directly from:

- delay or cancellation of the flight booked and confirmed;
- refusal to allow boarding because of too many reservations made for the flight booked and confirmed;
- late arrival of the connection flight resulting in missing the aircraft which continues the travel.

### Special conditions:

The insurance is valid only for the trips outside Romania, country of citizenship and country of residence.

The trips should not exceed 30 consecutive days from the date of departure.

The travel expenses shall be paid by the MasterCard Platinum credit card.

### Cardholder benefits:

RISK INSURANCES	Insured amounts/ year/PLATINUM credit cardholder
Flight delay for over 4 hours	Max. 250 euro

**Steps to follow:**

1. If an insured event occurs while traveling, the cardholder or his/her representative shall notify it over the telephone to the Assistance Company collaborating with GROUPAMA ASIGURĂRI S.A., respectively EUROP ASSISTANCE at the number written on the Certificate of Insurance, within maximum 48 hours of the event occurrence or at +36 1 465 36 60.

2. The cardholder shall identify himself/ herself by providing the following data:

- Contract number: E183/12.01.2015
- Name and surname
- Personal Number
- Type of the credit card owned (Platinum)
- Bank issuing the credit card
- Contact information
- A brief description of the event

3. The documents necessary to benefit from the insurance:

- Photocopy of the ID/Passport
- Photocopy of the travel ticket
- Photocopy of all the invoices, receipts

4. If the cardholder pays himself/herself for the health care expenses, GROUPAMA ASIGURĂRI S.A. shall reimburse him/her the money only after reviewing the documents filed.

## 5. The Insured's checked baggage delay

**Insured by:** GROUPAMA ASIGURĂRI S.A.

**Cost:** not applicable

**Description of the Additional Service:** If during travel the cardholder's baggage is delayed for more than 4 hours, GROUPAMA ASIGURĂRI S.A. will reimburse up to the maximum amount of the sum insured, the equivalent value of the expenses for the acquisition of some basic goods (clothing and toiletries, medicines, etc.) enabling the Insurer to cope with the temporary unavailability of the goods in the delayed luggage, checked by the air transport company and delivered to the aircraft's hold at the moment of boarding.

**Special conditions:**

The insurance is valid only for the trips outside Romania, country of citizenship and country of residence.

The travel should not exceed 30 consecutive days from the date of departure.

The travel expenses should be paid by MasterCard Platinum credit card.

The delay shall be proven by documents issued by the transport company (invoices, receipts).

**Cardholder benefits:**

INSURED RISK	Insured amounts/ year/PLATINUM credit cardholder
Delay of the checked luggage for more than 4 hours	Max. 250 euro

**Steps to follow:**

1. If an insured event occurs while traveling, the cardholder or his/her representative shall notify it over the telephone to the Assistance Company collaborating with GROUPAMA ASIGURĂRI S.A., respectively EUROP ASSISTANCE at the number written on the Certificate of Insurance, within maximum 48 hours of the event occurrence or at +36 1 465 36 60.

2. The cardholder shall identify himself/herself by providing the following data:

- Contract number: E183/12.01.2015
- Name and surname
- Personal Number
- Type of the credit card owned (Platinum)
- Bank issuing the credit card
- Contact information
- A brief description of the event

3. The documents necessary to benefit from the insurance:

- Photocopy of the ID/Passport
- Photocopy of the travel ticket
- Photocopy of all the invoices, receipts

4. If the cardholder pays himself/herself for the health care expenses, GROUPAMA ASIGURĂRI S.A. shall reimburse him/her the money only after reviewing the documents filed.

## 6. Free Access to MasterCard Business Lounge - Henri Coandă

**Provided by:** Master Card

**Costs for cardholder:** not applicable

**Description of the Additional Service:**

In case of air travel, the cardholder can enjoy free access to the MasterCard Business Lounge-Henri Coandă. The lounge has an area of over 350 square meters, where you can enjoy an exclusive ambience and will be offered snacks, coffee, soft drinks and alcohol.

The guests of the MasterCard Lounge may check their emails or may surf the Internet

even if they do not have a laptop or own devices, because the lounge is equipped with Microsoft tablets and free wi-fi.

In addition to free access to the lounge in Bucharest, the Premium MasterCard cardholders can also benefit from free access to business lounges in Vienna Airport (Sky and Jetlounges).

**Steps to follow:**

1. Upon entering the lounge, the cardholder shall present the Bonus Platinum Card issued by Garanti Bank.
2. Starting from 01.11.2015 the access tax for card owner's companion will be 37 EUR.

## 7. Priority Pass

**Provided by:** MasterCard

**Costs for cardholders:** 30 USD for each entry

**Description of the Additional Service:** By the Priority Pass program, the cardholder benefits from access in more than 500 VIP salons in airports worldwide.

To view the full list of the VIP salons, please go to [www.prioritypass.com](http://www.prioritypass.com).

**Steps to follow:**

1. The cardholder can benefit from access to the international Business Lounge based on the Priority Pass card.
2. Upon entering the lounge, the cardholder will present the Priority Pass, the Bonus Platinum card issued by the Garanti Bank, plus the air ticket.
3. The staff will register the cardholder's access to the Garanti Bank POS.
4. A copy of the POS receipt will be handed to the cardholder, representing the proof of access to the Business Lounge.
5. Inside the Business Lounge, the cardholder will be offered:
  - coffee, milk, tea, soft drinks, alcohol, mineral water, still water
  - snacks, chips, chocolate, nuts, biscuits, national and international press
  - Free internet access
  - Access to fax, national and international TV cable